



ORLAND PARK
PUBLIC LIBRARY
A Natural Connection

STRATEGIC PLAN

2023-2024



Adopted by the Library Board of Trustees: Monday, Jan. 16, 2023

MISSION STATEMENT

Dedicated to stimulating imaginations, educating, entertaining, and welcoming everyone.

VISION STATEMENT

Discover Your Inspiration: **ENGAGE, ENRICH, ENCOURAGE**

LIBRARY MOTTO

A Natural Connection

Our Strategic GOALS are:

- 1: Community Connections: Evolve at the pace of our community through new and existing partnerships to support patrons in fulfilling their goals.
- 2: Services: Connect our patrons to the tools, resources, and events to enhance their overall experience.
- 3: Places & Spaces: Serve as a community gathering hub within a safe, comfortable, and resource-rich environment.
- 4: Staff Development: Foster a culture of leadership for a prepared, professional, and skilled workforce.
- 5: Collections & Resources: Maintain and bolster library collections using new technology, processes, and program offerings.

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Position Key	
Admin	Administration
AS	Adult Services
GS	Graphic Services
IT	Information Technology
Maintenance	Maintenance Services
MT	Management Team
PS	Patron Services
OS	Outreach Services
TS	Technical Services
YS	Youth Services

*Position describes the department responsible for completing the Action Step.

GOAL #1: Community Connections: Evolve at the pace of our community through new and existing partnerships to support patrons in fulfilling their goals.

Objective #1 <i>Strengthen existing partnerships and forge new ones to support local networks.</i>		
Action Steps	Team	Status
1. Partner with the Village of Orland Park to increase event participation and improve communication.	<i>Admin, OS</i>	Ongoing
2. Strengthen the connection with the Orland Park Veterans' Commission through events and supplementing materials.	<i>OS</i>	Ongoing
3. Expand collaborations with Orland Park <i>Heritage Sites (formerly History Museum) and other local historical points of interest.</i>	<i>Admin, IT, OS</i>	In-progress
4. Embed further into the community by <i>presenting and/or</i> tabling at more offsite locations.	<i>Management Team</i>	In-progress
5. Establish a connection with Chicago Southland Chamber of Commerce.	<i>Admin, GS, OS</i>	In-progress
6. Offer library cards to all nonresident students in Orland Park School Districts 135 and 230 to comply with the Illinois Cards for Kids Act.	<i>PS, YS</i>	In-progress
7. Compose procedures to feature nonprofit organizations in the lobby spotlight.	<i>GS, OS</i>	Complete
8. <i>Provide prepared presentations to stakeholders on in-demand topics.</i>	<i>AS, IT, OS, YS</i>	In-progress
9. Connect with local and regional organizations to investigate an indigenous land acknowledgment.	<i>Admin, OS</i>	In-progress
10. Cultivate a partnership with Stride Autism Center by sharing materials and organizing visits.	<i>YS</i>	Complete / Ongoing
11. Increase Administration's presence in the community.	<i>Admin</i>	Ongoing
12. Partner with local medical centers <i>and Orland Park Police Department</i> to connect new parents to early literacy information and literature.	<i>OS, YS</i>	In-progress

Objective #2 Support lifelong learning to help fulfill patron pursuits.

Action Steps	Team	Status
1. Host a Career College Fair to provide a dynamic platform for job seekers, students, and families pursuing advancement and opportunity.	AS, OS, YS	
2. Offer standardized testing support, resources, and education to high school students.	AS, YS	Complete / Ongoing
3. Evaluate the capacity for offering the <i>Career Online High School</i> program for those seeking a high school diploma.	AS	In-progress

Objective #3 Invest in the civic engagement of our residents through relevant programming, resources, and services.

Action Steps	Team	Status
1. Promote voter registration on and offsite.	AS, OS	In-progress
2. Facilitate U.S. citizenship assistance through mock interviews, exam preparation, etc.	OS	In-progress
3. Provide space for residents to learn more about political candidates and government officials by April 4, 2023.	Admin, GS	Complete
4. Offer political candidates and elected officials opportunities to engage residents through election year 2024.	Admin, GS	In-progress

GOAL #2: Services: Connect our patrons to the tools, resources, and events to enhance their overall experience.

Objective #1 Bolster workforce development for the unemployed, underemployed, and those seeking career changes.

Action Steps	Team	Status
1. Offer more programming for those seeking new employment or career advancement through assistance with cover letters, resumes, interviews, etc.	AS	Ongoing
2. Offer more technology classes for working professionals, as well as those seeking new employment and career advancement.	AS, IT	Ongoing
3. Research the opportunity to connect residents to the nonprofit SCORE for small business mentoring.	AS	In-progress

Objective #2 Enhance the user experience for the individual and the community as a whole.

Action Steps	Team	Status
1. Develop an Equity, Diversity, and Inclusion Statement.	<i>Management Team</i>	
2. Augment offerings of non-English storytimes, as well as other resources and programs.	AS, YS	Complete / Ongoing
3. Investigate hearing loop technology for event attendees who need a heightened audio experience.	IT	In-progress
4. Explore food and/or drink offerings and/or allowances in a designated place(s) within the library.	Admin, Maintenance	In-progress
5. Evaluate the marketplace offerings of new online search catalog enhancements.	AS, IT, OS, TS, YS	In-progress
6. Enhance the MARC record metadata creation process to improve search results in the catalog.	TS	Complete / Ongoing

Objective #3 Engage, enrich, and encourage community members with transformative programming and events.

Action Steps	Team	Status
1. Offer more all ages/intergenerational programming on topics such as genealogy, coding, and STEAM.	AS, IT, OS, YS	Ongoing
2. Review the <i>Human Library</i> program as a way to connect residents to new stories and perspectives.	AS, OS, PS	In-progress
3. Create new STEAM-focused initiatives in <i>The Backyard</i> .	AS, YS	In-progress
4. Deliver programming and classes dedicated to veterans, such as the <i>Veterans' History Project</i> and <i>Brainfuse VetNow</i> software training.	AS, OS	
5. Formalize a Teen volunteer group.	YS	
6. Host a Hobby Fair for local artists, makers, crafters, collectors, etc. to showcase talent and exchange ideas.	Management Team	Complete
7. Inquire partnering with <i>Dolly Parton's Imagination Library</i> program to support early literacy.	YS	Complete
8. Explore workshops for patrons to learn more about getting their writing published.	AS	In-progress

GOAL #3: Places & Spaces: Serve as a community gathering hub within a safe, comfortable, and resource-rich environment.

Objective #1 Continue to develop the building and grounds in support of current and future patron and staff initiatives.		
Action Steps	Team	Status
1. Enhance patron experience of <i>The Backyard</i> by investing in manipulatives, musical instruments, and aesthetics.	<i>Admin, IT, Maintenance, YS</i>	Complete
2. Employ noise abatement solutions for the second floor Multipurpose Room.	<i>Admin, Maintenance</i>	In-progress
3. Review and modify potential elements to improve ADA-compliance and universal design.	<i>Admin, IT, Maintenance</i>	
4. Research the installation of tables in the outdoor plaza.	<i>Admin, Maintenance</i>	In-progress
5. Investigate the feasibility of a designated veterans' parking space.	<i>Admin</i>	Complete
6. Conduct tours of the library on a regular basis.	<i>Admin, AS, GS, PS, YS</i>	Complete / Ongoing
7. Explore a silent reflection room/area on the second floor.	<i>Admin, AS, Maintenance</i>	
8. Brainstorm enhancements for <i>The In-Between</i> to engage second through fifth graders.	<i>YS</i>	In-progress

Objective #2 Continue to develop technology solutions in support of current and future patron and staff initiatives.		
Action Steps	Team	Status
1. Explore technology enhancements to the second-floor study rooms.	<i>AS, IT</i>	In-progress
2. Investigate fiber-optic internet connection for increased speed, stability, and security.	<i>IT</i>	In-progress
3. Improve coverage, controls, and connections of public Wi-Fi with new wireless access points.	<i>IT</i>	In-progress
4. Establish more power for study carrels and tables.	<i>IT, Maintenance</i>	Complete
5. Research wireless connection methods to projectors and TVs in meeting rooms.	<i>IT</i>	In-progress

GOAL #4: Staff Development: Foster a culture of leadership for a prepared, professional, and skilled workforce.

Objective #1 Activate proactive measures to refine staff recruiting, retention, and reviews.		
Action Steps	Team	Status
1. Formalize the onboarding process, checklist, and materials.	<i>Admin, Management Team</i>	
2. Explore additional hiring strategies to ensure equity, quality, and depth of candidate pools.	<i>Admin, Management Team</i>	In-progress
3. Update the staff performance review process.	<i>Admin, Management Team</i>	Ongoing
4. Develop a cross-trained staff substitute pool.	<i>Admin, AS, YS</i>	In-progress
5. Implement a suggestion box for staff feedback and ideas for improvement.	<i>Admin</i>	Complete

Objective #2 Stewardship & Efficiency: Practice fiscally responsible decision-making, and apply streamlined solutions for the most effective impact.		
Action Steps	Team	Status
1. Digitize routine tasks, such as supply requests, credit card purchase orders, etc.	<i>Admin, GS, IT</i>	In-progress
2. Install Voice over Internet Protocol (VoIP) system, and initiate an automated telephone greeting menu.	<i>IT</i>	In-progress
3. Migrate staff scheduling to a cloud-based platform.	<i>GS, IT</i>	
4. Research grant opportunities for electric vehicle charging station(s).	<i>Admin, IT, Maintenance</i>	In-progress
5. Seek more cost-effective and energy-saving vendors, tools, technologies, and systems.	<i>Admin, Maintenance</i>	Ongoing
6. Develop procedures to streamline and strengthen the Capital Campaign.	<i>Admin, GS, YS</i>	In-progress
7. Activate modules in <i>Paycor</i> software to digitize and streamline workflow for payroll and Human Resources.	<i>Admin</i>	In-progress
8. Conduct a Request for Proposal bidding process for a new auditing firm. Seek quotes for a new auditing firm which has actuarial services.	<i>Admin</i>	Complete

Objective #3 Amplify the curiosity of our staff through challenging, enlightening, and consistent training and growth opportunities.

Action Steps	Team	Status
1. Require training in awareness, allyship, and sensitivity for inclusive topics, including LGBTQ+, race, and mental health.	<i>Management Team</i>	In-progress
2. Initiate training and routine use of <i>Leap</i> software.	<i>IT, PS</i>	In-progress
3. Offer ongoing training in safety-related topics.	<i>Admin</i>	In-progress
4. Enhance cybersecurity through annual training.	<i>IT</i>	Ongoing/Complete
5. Curate toolkits of commonly used resources for each department and for managers.	<i>Management Team</i>	Complete
6. Annually submit at least one conference program proposal or have at least one staff member included in a conference proposal.	<i>Management Team</i>	Ongoing / Complete
7. Utilize staff expertise for peer-to-peer training in technology, librarianship, safety, etc.	<i>Management Team</i>	In-progress
8. Formalize cross training shadowing between various departments.	<i>Management Team</i>	

GOAL #5: Collections & Resources: Maintain and bolster library collections using new technology, processes, and program offerings.

Objective #1 Advance the depth, breadth, and overall value of the collection through increased diversification, modernization, and usability.

Action Steps	Team	Status
1. Preserve the integrity of ALA's intellectual freedom principles to build a diverse and comprehensive collection utilizing <i>LibraryIQ</i> software and librarian expertise.	<i>AS, OS, TS, YS</i>	In-progress
2. Conduct collection inventory to improve the discoverability and accuracy of catalog data.	<i>AS, OS, PS, TS, YS</i>	In-progress
3. Investigate hosting a Local Author Collection and Fair.	<i>AS, YS</i>	In-progress
4. Digitize and donate archives and microfilm to more appropriate institutions, such as traveling exhibits.	<i>AS, OS</i>	In-progress
5. Re-catalog and reorganize manga and graphic novels for usability, discoverability, and consistency.	<i>AS, YS</i>	In-progress

6. Research the 2020 U.S. Census data to align programming and collection purchasing with demographics of our service area.	AS, GS, OS, YS	In-progress
7. Market programs and services strategically based on information from the 2020 U.S. Census to Orland Park residents by December 2023.	GS	In-progress
8. Expand digital collections including ebooks, e-audiobooks, and e-magazines utilizing the <i>Libby</i> and <i>hoopla</i> platforms.	AS, YS	Ongoing / Complete

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